

# Kitchener Downtown Community Health Centre/Sanctuary Refugee Health Centre

ANNUAL REPORT  
2021/2022

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Board of Directors Chair  
Rob Howe

## REMARKS FROM THE CHAIR

It would be an understatement, by any stretch, to say 2021-2022 has been a challenging year for our province and region. This challenge has been faced head on by the Kitchener Downtown Community Health Centre and Sanctuary Refugee Health Centre, whose staff continue to deliver on the missions of the organizations focused on serving and supporting the community. At the time of this writing, Ontario is in the midst of

wave 6 of COVID-19, and we would not do justice to turn a blind eye to the impact it has had on the Health Centres, and the health sector as a whole. New variants, ongoing waves, changing mandates, and a balance between the province reopening and increased transmission have taken its toll and led to burnout, staffing challenges, and ultimately an increased burden on our staff. Despite the challenges staff continue to deliver high quality care to a population that is disproportionality impacted by the pandemic. To the staff reading this I say, you are a helping hand across the region, a place to turn to for those in need, and you provide a voice to those without one. Thank you.

Looking to the future, the Health Centre is currently in the midst of a strategic planning exercise which will not only create a plan for the future but also further the integration work between Sanctuary and KDCHC. This work is an important step in aligning the efforts of all staff, the Board, and our community partners. The plan, which is not yet complete, will have a number of pillars, including stabilization and recovery within the Health Centre to strengthen the core of the organization. This will provide the foundation to continue to drive forward as a member of the KW4 Ontario Health Team, Inner City Health Alliance, and critical community resource through the ongoing health system restructuring.

As we close out this year I want to acknowledge those who are moving on from the Health Centre. Thank you to Board Directors Mike Nowakowski, Amy Sproule-Jones, Martha Knowlton and Wendy Pratt who have supported the Health Centre Board over the past years and will be moving on. Their insight and experience have been invaluable, and they will be missed. A special thank-you to Anka Brozic, who over the past year as Interim CEO, has led the Health Centre. Anka has always been the biggest advocate for the staff and clients of the Health Centre and we wish her all the best in her future endeavors. We will welcome new Board members to our team, and we welcome Tara Groves-Taylor to the organization, who will assume the CEO position.

I am very much looking forward to the future of Kitchener Downtown Community Health Centre and Sanctuary Refugee Health Centre.



Chief Executive Officer  
Tara Groves-Taylor

# REMARKS FROM THE CEO

As the newly appointed CEO at Kitchener Downtown Community Health Centre and Sanctuary Refugee Health Centre, I have much to be thankful for, and much to look forward to. As we emerge from the challenges of the pandemic and begin to look forward to our future, we would be remiss not to pause and look back on the silver linings. Our community partners came together to serve our most marginalized in a way that would not have otherwise happened which will set us up for incredible innovation and collaboration.

It was not without impact on our staff, who worked tirelessly to provide continuous supports, and an incredible level of responsiveness to the landscape changing every single day. I truly hope that the summer represents a time for rest and renewal for all of our staff (while we of course continue to provide our wonderful services), and that we are then able to reflect as we start to plan for our future.

Health care is evolving at a rapid pace, the complexity and acuity of the population that we serve is also changing. In addition, homelessness is at an all time high, we are in the midst of a mental health and addiction crisis, we are facing a recession and therefore the barriers and challenges to those we serve, are worsening. Our organization is uniquely positioned to respond, to advocate and to lead as we navigate these challenging times. This report will highlight the targets that we are achieving and exceeding, and our balanced budget; but it is the passion and commitment of our team, and our board, that are the enablers of that success. We have strong representation and influence at the Inner-City Health Alliance, our KW4 Ontario Health tables, with our community partners, and with our funders.

Together is our way forward; with our previously separate agencies working together as one, engaging with our strong community partners, and listening closely to what we hear from our patients, their families, and our community. I am excited for the opportunity the future holds for all of us, and I know that we have a strong foundation from which to build.



# PRIMARY CARE

Our Primary Care teams at the Francis Street and King Street sites work together on organizational integration, meeting clients where they are at, achieving and surpassing cancer screening targets, meeting the challenges of the Covid19 pandemic, and maintaining excellent levels in accessibility. This multi-disciplinary approach allows us to provide wrap around, client focused care.

Key achievements for 2021-2022 throughout the challenges of the pandemic include:

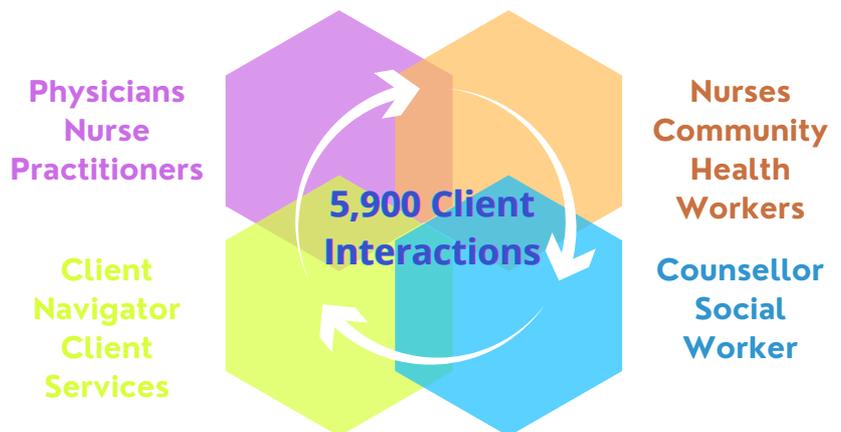


Respiratory Therapy Interactions	97
Pharmacist Interactions	175
Counsellor Interactions	1348
Chiropody Interactions	992
Emergency Shelter & Supportive Housing	1,098
Provider Interactions	
St. John's Kitchen Medical Team Interactions	1,994
Well Baby Checks	2,840
Supports by a Client Navigator	4,672
Virtual Interactions	19,491
<b>Total Service Provider Interactions</b>	<b>64,004</b>

*“ Dr. Martin won't let me give up on myself... ”*

# IPC OUTREACH

The IPC Outreach team at KDCHC continues to offer support to the people who may find it difficult to access programs and services. Programs which provide services include Emergency Shelter and Supportive Housing, Palliative Outreach, and St. John's Kitchen Clinic.



# COMMUNITY HEALTH & WELLNESS

**Social Prescribing :** As one of the pilot social prescribing programs across the province, our program has been vital in supporting community health and wellbeing through community based activities. As we look back on this past year we would like to share a client story with you.



Omar was referred to the Social Prescribing program through our Sanctuary site Primary Care team. He was feeling lonely and finding it difficult to make new social connections. He was also looking for ways to become more physically active. Omar began joining Health Wellness groups such as the Walking Group, Coping with Anxiety and Creative Arts. He also received 1:1 support. We worked with Omar through conversations and assessments to identify his interests and activities he finds most meaningful. Using this information, available community resources were provided which included volunteer positions with local organizations, the City of Kitchener Leisure Access Pass, as well as social groups focused on video games and board games.

Omar has been successfully attending health and wellness programming independently. He shared that he has applied for and completed an interview at a local art gallery for a volunteer position, and is feeling positive and looking forward to it. He also has received funding through the Leisure Access Pass and intends to register for City of Kitchener programming. Omar has also joined the KW Gamers Group, and is connecting with peers in the community to play various video games and board games.

## Social Prescribing Options at KDCHC & SRHC :

- Walking Group and Exercise
- Gardening
- Cooking Class
- Mindfulness
- Mental Health Self Help
- Stress Management
- Art Classes



# BREASTFEEDING BUDDIES

The Breastfeeding Buddies Program (BFB) continues to improve supports to the community and currently has over 150 peer volunteers. This year we have welcomed an Arabic speaking Peer worker to decrease barriers to lactation support for Arabic speaking families in the region. Here are some of this year's successes:

- The BFB program was an expert contributor for the UNICEF “Compendium of Skilled Breastfeeding Counselling Case Studies”; a video and information document can be found on the UNICEF website and at [www.breastfeedingbuddies.com](http://www.breastfeedingbuddies.com)
- Hosted 28 Virtual Prenatal Classes with a total of 417 attendees
- Hosted 136 Virtual Latch and Learn Education sessions with a total of 1021 attendees
- Provided 351 families with one to one support via our peer volunteer team to meet their Breastfeeding, Chestfeeding, or Pumping Goals



Website/social media platforms provide an efficient and client centred referral pathway for breastfeeding/chest feeding supports.

*“ I am so grateful to find Breastfeeding Buddies. The day I heard about the program, I was giving myself 3 more days until I switched over to pumping only or formula. I was so discouraged and struggling. So thank you so much - what a difference a few weeks (and supports) can make! ”*

# DIABETES EDUCATION PROGRAM



The DEP program at KDCHC continues to grow its supports to clients. Successes this year include offering retinal screening onsite, meeting or exceeding performance targets, and professional development for providers.

*Thank you so much for all your help, it makes such a big difference in our lives. I want to give something in return but I have nothing so I pray for all of you every day*

# ONTARIO SENIORS DENTAL PROGRAM



This year we completed an exciting upgrade to our dental infrastructure and now have 2 fully functional operatories with a full staff complement.

*Thank you so much for your hard work and professionalism, it is hard to say into words but I am very grateful for your work and kindness ...*

# FINANCE & BUSINESS OPERATIONS



An application was submitted to the Health Capital Investment Branch for 2021-22 Community Infrastructure Funding. The proposed projects included: replacement of 21 heat pumps, replacement of 3 humidifiers, installation of a dedicated air conditioning unit in the vaccine room and replacement of the internal alarm system. The application was successful and \$258,276 in funding was received and work completed.

# HUMAN RESOURCES

The impact of Covid-19 has resulted in staffing challenges including burnout, increased leaves and higher than anticipated turnover. The Health Centre implemented several initiatives to support staff including re-booting the social committee, wellness dollars for staff, staff recognition days and an organizational focus on staff wellness. The HR team coordinated a record number of new hires for the year including:

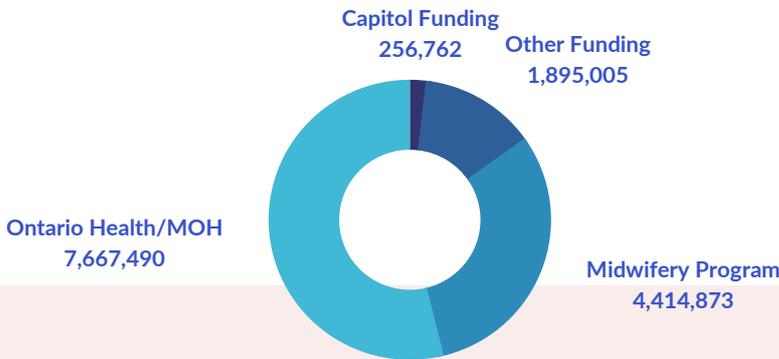


The Health Centre successfully implemented a New Payroll System, and a New Time Off & Attendance Tracking System. The implementation of these systems decreased manual data entry, created efficiencies for payroll staff and provided an upgraded user experience for all staff.

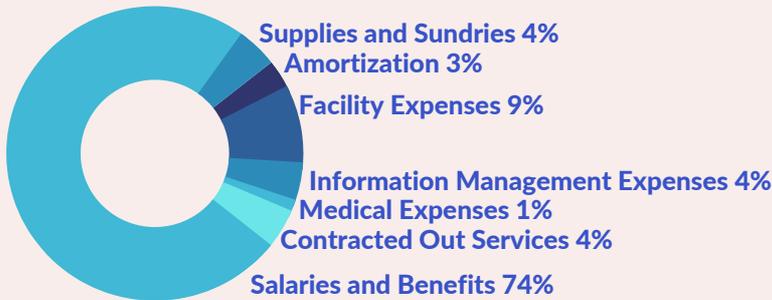
“ One thing we are doing right at KDCHC is our supportive staff.... ”

# FINANCIALS

Where revenue comes from - Total Revenue \$14,234,130:



How revenue is applied: Total Expenses \$9,557,181



Annual Revenue:



*"A single act of kindness throws out roots in all directions, and the roots spring up and make new trees"*

AMELIA EARHART

## Interested in Donating?

Investing financially with the Health Centre will support initiatives that are critical to maintaining or improving access to services for clients of the Health Centre and for people living in our communities.

The Health Centre values your support and offers the following ways to give:

Donors may make online donations to the Health Centre through CanadaHelps which offers a fast, easy and secure experience for processing your donation.



Donation Link



If you would like to donate by cheque through the mail please send to:

Kitchener Downtown  
Community Health Centre  
44 Francis Street Street South,  
Kitchener, Ontario  
N2G 2A2



The Kitchener Downtown Community Health Centre/Sanctuary Refugee Health Centre acknowledges the generous support of our donors. Donations for 2021/2022 were \$259,893.34.

This past year, more than ever, we have been faced with an increased need within our communities for primary care related services. Your donations help us to serve, support and empower our communities in their health journey.

A special thanks to Amazon for their very generous donation and commitment to refugees in our community.

## We wish to express our sincere thanks to our Funding Partners



*"Our family gathers funds throughout the year, and then we sit down between Christmas and New Years to discuss the organizations in our community that are doing so much crucial work for peace and justice. Sanctuary, and KDCHC in general, are exceptional organizations that make our community better. Thank you for your amazing work."*